

Verifying Client Eligibility			
Contact	Information Available	Special Instructions	Hours (Mountain Time)
Client Eligibility Providers may use whichever method they find most convenient.			
Montana Access to Health (MATH) Web Portal https://mtaccesstohealth.acs-shc.com/mt/general/home.do	<ul style="list-style-type: none"> • Client eligibility • Managed care and service restrictions • Client demographics • Third party liability • Claim status history • e!SOR reports • Claims-based medical history • Warrant status • Provider enrollment 	<ul style="list-style-type: none"> • From www.mtmedicaid.org, click on “Log in to Montana Access to Health.” • Before accessing the MATH Web Portal, you must be an enrolled Medicaid provider and complete the web registration available on the site. • If the client is not currently eligible, any managed care or third party liability information will not be displayed. The user will receive a response with a status of “inactive” reported in the Client Demographic Information. 	24 hours a day/7 days a week
FAXBack (800) 714-0075	<ul style="list-style-type: none"> • Client eligibility • Third party liability • Managed care and other restrictions 	<ul style="list-style-type: none"> • Call the number and enter your provider number, a client ID, and specific dates of service. • Before using FAXBack, have your fax number on file with Provider Relations. • When prompted, request the audit number or the transaction will not be completed. 	24 hours a day/7 days a week
Automated Voice Response (800) 714-0060	<ul style="list-style-type: none"> • Client eligibility • Third party liability • Managed care and other restrictions • Amount of last check sent to provider 	<ul style="list-style-type: none"> • Call the number and enter your provider number, a client identification number, and specific dates of service. • Verify eligibility for up to five clients in one call. • Program benefit limits not available here. Contact Provider Relations for limits (see below). 	24 hours a day/7 days a week
ACS EDI Gateway 2324 Killearn Center Blvd. Tallahassee, FL 32309 (800) 987-6719 Phone (850) 385-1705 Fax For ASC X12N 270/271 eligibility transactions	<ul style="list-style-type: none"> • Client eligibility • Managed care and services restrictions • Client demographics • Third party liability 	<ul style="list-style-type: none"> • Provider must enroll with EDI Gateway before they can receive X12N 270/271 eligibility transactions. 	
Medifax EDI Medicaid Eligibility Verification System (MEVS) (800) 444-4336 ex. 2546 or 2072 www.medifax.com	<ul style="list-style-type: none"> • Client eligibility • Managed care and services restrictions • Client demographics • Third party liability 	<ul style="list-style-type: none"> • MEVS vendors provide real-time access for verifying patient eligibility for Montana Medicaid and other commercial payers. • MEVS vendors offer a variety of products to meet the needs of health care providers to include eligibility verification, claims credit card processing and statements. 	24 hours a day/7 days a week
Provider Relations Department P.O. Box 8000 Helena, MT 59604 (406) 442-1837 in Helena (800) 624-3958 In- and out-of-state (406) 442-4402 fax	<ul style="list-style-type: none"> • Client eligibility • Prior authorization status • Claim status • Amount of last check sent to provider • Enrollment status • Service limits 	Have your provider number and client ID number ready when you call.	8 a.m. to 5 p.m. Mon - Fri

Local Offices of Public Assistance	Client eligibility	• See <i>Local Offices of Public Assistance</i> listing in <i>Appendix B</i> .	8 a.m. to 5 p.m. Mon - Fri
Presumptive Eligibility			
1-800-932-4453	Presumptive eligibility information	To become a provider who determines presumptive eligibility, call (406) 444-4540.	8 a.m. to 5 p.m. Mon - Fri